

Request for Information – May 19, 2010

City-Countywide Managed Print/Output Services

Indianapolis/Marion County



Request for Information - May 18, 2010
Enterprise Managed Output Services
City-Countywide

Purpose of Request

The City of Indianapolis Purchasing Division, under the technical direction of the Marion County Information Services Agency (ISA), is seeking information from vendors of Managed Print Services about possible Enterprisewide Managed Print/Output solutions.

No services in the managed output field are off the table for the purposes of this RFI. We are looking for a unified contract which will cover all of our output services. A partial list of those services are: print, copy, scanning, fax, other electronic output, multi-function devices, mailing services, and delivery services.

The City will be seeking ideas from the vendor community on other services that might be rolled into a complete package. The City is looking for a way to reduce cost while offering the same or better level of service that we now enjoy. Cost reduction ideas will be a large part of the criteria used to evaluate the benefits of entering into a united contract.

The City will be reviewing the responses to this RFI to ascertain the best practices offered by the vendors who are the subject matter experts in the field. Information gathered from the RFI will be used to create a request for proposals, in the hope of contracting with one provider for all of the proffered services.

Overview of Assets

Description of Enterprise

Indianapolis/Marion County government presently has over sixty (60) departments and agencies. It is important to note that not all of these bodies currently participate in the current city-county facilities management contract. However, with the establishment of a new contract, non-participating entities will be given an opportunity to participate and this may expand the enterprise beyond what is listed below.

Current Fleet

Networked devices

- 3rd Party Units – 1,309
- Xerox Units – 232
- Average Total of Impressions City-Countywide – 2 to 3 million (excluding Courts)

- Average Total of Impressions for Courts – 1 million

Local Printers

- 1023 Units

Copy Center

YTD monthly average for B/W impressions – 412,236

YTD monthly average for Color impressions – 7,876

Data Center – Secure, High-Volume Printer for Mainframe Output & Confidential Data Printing Only

Average of 350,000 impressions total per month

Average number of spot color impressions is unknown

Mail Services

YTD Monthly Mail volume is 19,741 pieces

List of Services & Equipment Provided by Current Facilities Management Vendor

Under the current city-countywide contract, each multi-function device (MFD) in the fleet is leased individually in co-terminus agreements expiring in either April 2011 or September 2011. The City is looking to change that practice.

Listed below is a breakdown of equipment and services included in the current contract.

- Xerox DocuTech128 Highlight Color - Data Center
- 232 Xerox MFDs of all types – city-countywide
- 68 Xerox copiers of all types – city-countywide
- Maintenance and consumables (excluding paper and staples) are included in the lease payments
- Sufficient Number/Types of Copy Center Devices to provide the following
Copy Center Services

Cutting Paper	Labels	Bates labels
Clip Bind	Fold & Collate	Chipboard
Drilling	Stapling	Tabs
High Speed Folding	Lamination (8.5 x 11)	Transparencies (B & W)
Collating	Lamination (8.5 x 14)	Velo Bind
Cut & Paste	Padding	Folding/Stuffing
Shrink Wrap		

Mailing Services

- Sorting and Metering;
- Pick-up of US Mail only from each department within the City-County Building 4 to 5 times per day for sorting and sending.

Submission Contents

One (1) original hard copy and two (2) electronic copy (CDRom) of each vendor's response must be submitted in the following outline format, and must be limited to no more than a two (2) page summary describing each issue listed below.

1. Define the basic models of Managed Print Services provided by your company.
2. Describe the benefits, if any, of including Mail Services in a Managed Print contract; in other words, weigh the pros and cons of Facilities Management versus Managed Print only.
3. How would your company partner with the City to devise and enforce a cost reduction-focused Managed Output strategy;
 - a. What tools do you have available?
 - b. Please describe any 'Forms Management' or 'Forms Control' services/tools that might be available?
 - c. How might '*gainshare*' or other incentives be structured into the management of devices and image volumes?
4. Can you provide a definition of 'Managed Output', and describe how that relates to, and extends beyond mainstream Managed Print?
 - a. How would your services impact general business processes and documents?
 - b. Do you have a Managed Print Service model that would be a solution for burdensome document retention requirements? Many offices must retain paper documents for 10 years or more if they are not microfilmed.
5. List and summarize two (2) case studies documenting cost reduction provided to similar government Managed Print clients;
 - a. Discuss the reliability of the metrics used in order to substantiate cost reduction
 - b. List immediate reductions and how they were sustained over the long term
6. Identify current local managed print customers who would be available for City tours of copy center, mail services and full-scale Managed Print operations.
7. What data security measures are in place for all devices in the Managed Print fleet, including legacy and retiring units?
8. Could your company enable the City to leverage the maximum volume of device and copy/data center impressions while offering different Service Level Agreements to agencies with differing needs so that they might choose to participate?
 - a. If so, please describe how such a contract might be structured.
9. What simplified billing structure would your company recommend?
10. Please discuss an implementation strategy and timeline for transitioning from the City's current Facilities Management/Print Services environment to the models you have already described in the RFI response.
11. What type of publication and direct mail services might be available from your firm?
12. What are the five (5) most critical areas of focus for customers to address in order to achieve maximum efficiency and cost reduction.

Submission Requirements

Process & Schedule

Deadline for RFI Responses:

June 9, 2010 at 12:00 Noon

Please deliver to:

Purchasing Division
City of Indianapolis
200 East Washington Street, Room 1522
Indianapolis, Indiana 46204
Attention – Wendy Thanisch

Following a review of the responses received, one or more vendors may be invited to present further detail about their solutions and options to the City's Managed Output Steering Committee. Invitations will be issued at the sole discretion of the committee.

No contract will be awarded as a result of the RFI responses. This Request for Information is intended to serve the purpose of assessing the tools, services and options available, and to provide an understanding the managed print / managed output industry's current best practices.

By submitting a response to this RFI, each vendor agrees that all related expenses are its sole responsibility, including, but not limited to, costs for preparation/submission of the RFI response, travel and per diem, attending interviews, providing presentations or product demonstrations.

Inquiries

Questions concerning this RFI must be addressed in writing to:

Wendy Thanisch, Buyer
City of Indianapolis Purchasing Division
200 E. Washington Street, Room 1522
Indianapolis, Indiana 46204
FAX: 317/327-4493
Email: wthanisc@indy.gov